METHOD AND APPARATUS FOR PERFORMING DIALOG MANAGEMENT IN A COMPUTER CONVERSATIONAL INTERFACE

ABSTRACT OF THE DISCLOSURE

A dialog management system functions to manage the dialog between a user of a

5   computer system and one or more speech enabled software applications. The user provides spoken input to a microphone connected to the computer system, and hears responses from one or more applications through a speaker connected to the computer system. The dialog management system includes a dialog manager, a turn manager, a speak queue, dialog contexts, and dialog state. The dialog manager provides top-level

10   control of the dialog and stores responses based on the user's spoken input in a speak queue for later output to the user. The turn manager controls delivery of the responses to the user based on the dialog context and the dialog state, to provide a polite dialog with the user that enables the user to be in control of the dialog. The dialog context provides information about each dialog. The dialog state provides information about

15   whose turn it is (computer or user) to speak.